GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3515
ANSWERED ON:26.04.2007
DEPLOYMENT OF INSPECTORS TO CHECK PANTRY SERVICES IN RAILWAYS
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Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways and Indian Railway Catering and Tourism Corporation have recently deployed more than 100 Inspectors equipped with secret camera keeping in view of increasing complaints of pantry car staff;

(b) if so, the details thereof ; and

(c) the other measures taken to redress the complaints in regard to catering arrangements in Railways?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a) and (b): Indian Railway Catering and Tourism Corporation (IRCTC) has deployed 100 quality Inspectors to monitor quality of catering services. Digital cameras have been provided to the quality inspectors by IRCTC to take photographs of existing conditions of pantry cars to compare the same at the time of subsequent inspection. No hidden cameras are being used.

(c): Complaint redressal machinery has been set up for quick disposal of complaints. The control offices are central to this machinery where process for handling of complaints is initiated and thereafter monitored. Computerized complaint redressal system has also been implemented and complaints are also received at feedback@ irctc.com.